

## Notice of Intent to Certify Sole Source

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**To:** Interested Parties

**From:** David Johnson, Executive Director

**CC:** ITS Project Number 46122

**Date:** November 3, 2020

**Re:** Sole Source Certification Number 4357 for CoverMe Software as a Service and RetroCheck Services for the University of Mississippi Medical Center (UMMC)

**Contact Name:** Justin Faucette

**Contact Phone Number:** 601-432-8165

**Contact E-mail Address:** [Justin.Faucette@its.ms.gov](mailto:Justin.Faucette@its.ms.gov)

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### Sole Source Certification Award Details

Regarding Information Technology Services (ITS) Sole Source Certification Number 4357 for the University of Mississippi Medical Center (UMMC), please be advised that ITS intends to award CoverMe Services, Inc. as the sole source provider of CoverMe Software as a Service and RetroCheck Services through December 31, 2023, in an amount not to exceed \$1,659,888.00. Please be advised that ITS will determine if additional enhancements, upgrades, or support are within scope during the certification period and may increase the spending authority accordingly. Should CoverMe Services, Inc. change their name during this certification period, then ITS will determine if a recertification is necessary. For an explanation regarding Mississippi state law, policy and procedures for sole source procurements, refer to Attachment C: Sole Source Procurement Overview.

### Sole Source Criteria

1. The product or services being purchased must perform a function for which no other product or source of services exist:

**CoverMe allows UMMC to screen self-pay patients for financial assistance, charitable, or other assistance programs, such as Presumptive Medicaid eligibility. The CoverMe software as a service (SaaS) application verifies identity, residency, citizenship, and other criteria to determine eligibility for programs and services, and to provide predictive analytic decision support. The CoverMe SaaS application represents an opinion or estimation, based on proprietary algorithms and prior eligibility determination data. Using real-time rules and risk-based indexes, CoverMe provides unique eligibility and document support in real-time.**

RetroCheck utilizes proprietary software and related algorithms, databases, systems, and other associated logic to retrospectively analyze existing patient accounts to:

- determine whether some types of insurance or government program coverage existed at the time of service or was added after service.
- report changes or variances in patient account information.
- identify patients who may be eligible for retroactive qualification or enrollment in programs supported through the CoverMe marketplace (including government, provider, private, and community programs).
- support quality control efforts by tracking program enrollments and payment statuses, ensuring that programs extended through the CoverMe marketplace are performing satisfactorily for both patients and provider.

UMMC uses the RetroCheck service and related data as a tool to assist with identifying issues that may potentially affect patients' eligibility for financial assistance benefits. The customer's sole source certification request is included as Attachment A.

2. The purchaser must be able to show specific business objectives that can be met only through the unique product or services:

CoverMe is used by UMMC to determine real-time patient eligibility for financial assistance programs, risk assessments, decision support, and comprehensive documentation preparation. UMMC will also use the service and related data as a tool to assist with identifying issues that may potentially impact patients' eligibility for Medicaid benefits. To identify placement errors, UMMC utilizes RetroCheck Services. RetroCheck returns a customized listing of every account where coverage is found to have either existed at the time of service but was not attached to the account, or was acquired after the time of service and identified within the time allowed for retroactive or belated billing. The customer's sole source certification request is included as Attachment A.

3. The product or services must be available only from the manufacturer and not through resellers who could submit competitive pricing for the product or services:

Both CoverMe and RetroCheck are exclusive software products; developed, patented (pending), and owned by CoverMe Services, Inc. No other entity is authorized to sell, resell or license CoverMe or RetroCheck. CoverMe Services, Inc. owns the patents, trademarks, copyrights, and all intellectual property. The Vendor's sole source certification letter is included as Attachment B.

## Schedule

Task	Date
First Advertisement Date	11/03/2020
Second Advertisement Date	11/10/2020
Response Deadline From Objectors	11/18/2020 at 3:00 P.M. Central Time
Notice of Award/No Award Posted	Not before 11/19/2020

## Project Details

In August 2017, ITS, on behalf of UMMC, advertised Notice of Intent to Certify Sole Source No. 4024 for AutoGov's CoverMe Software as a Service Application. No objections were received, and ITS certified the request as a sole source through December 31, 2020, in an amount not-to-exceed \$882,000.00. In February 2019, on behalf of UMMC, ITS advertised Notice of Intent to Certify Sole Source No. 4151 to change the vendor name from AutoGov to CoverMe Services, Inc. and to add RetroCheck services to UMMC's existing contract, in an amount not-to-exceed \$799,852.00. UMMC has spent \$1,179,750.00 to date. This sole source certification is being issued to renew UMMC's agreement with CoverMe Services, Inc. for both CoverMe and RetroCheck for an additional three years.

## Submission Instructions and Format of Response from Objecting Parties

Interested parties who have reason to believe that the CoverMe Software as a Service and RetroCheck Services should not be certified as a sole source should provide information in the following format for the state to use in determining whether or not to proceed with awarding the Sole Source contract to CoverMe Services, Inc.

### 1.1 Interested Party Information

1.1.1 Contact Name, Phone Number and email address

1.1.2 Company Website URL, if applicable

### 1.2 Objection to Sole Source Certification

1.2.1 Interested parties must present specific objections to the Sole Source certification using the criteria listed above.

1.2.2 A statement regarding the Interested Party's capabilities as related to this Sole Source Certification Request.

1.3 Comments will be accepted at any time prior to Wednesday, November 18, 2020, at 3:00 p.m. (Central Time) to Justin Faucette at [Justin.Faucette@its.ms.gov](mailto:Justin.Faucette@its.ms.gov) or at the Mississippi Department of Information Technology Services, 3771 Eastwood Drive, Jackson, Mississippi 39211. Responses may be delivered by hand, via regular mail, overnight delivery, e-mail or by fax. Fax number is (601) 713-6380. ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF RESPONSES. It is solely the responsibility of the Interested Parties that responses reach ITS on time. Interested Parties may contact Justin Faucette to verify the receipt of their Responses. Responses received after the deadline will be rejected.

1.4 Interested Party responses should include the following information:

**SUBMITTED IN RESPONSE TO**  
**Sole Source Certification No. 4357-46122**  
**Accepted until November 18, 2020 @ 3:00 p.m.,**  
**ATTENTION: Justin Faucette**

If you have any questions concerning the information above or if we can be of further assistance, please contact Justin Faucette at 601-432-8165 or via email at [Justin.Faucette@its.ms.gov](mailto:Justin.Faucette@its.ms.gov).

Attachment A: Customer Sole Source Certification Request

Attachment B: Vendor Correspondence

Attachment C: Sole Source Procurement Overview



## Sole Source Certification Request

<b>Project Title:</b> CoverMe Services, Inc.		<b>Stimulus (ARRA) Funds? Yes No <u>X</u></b>	
<b>Customer Contact Information</b>			
<b>Agency/Public University:</b> University of Mississippi Medical Center		<b>Contact Person:</b> Lydia Ory	
<b>Address:</b> 2500 North State Street, Jackson, MS 39216		<b>Phone:</b> 601-815-5275	
<b>MAGIC Customer Number</b> (only required from state agencies):		<b>Division/Dept.:</b>	
		<b>Email Address:</b> lory@umc.edu	
		<b>Handmail:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>Project Summary Narrative Description of Project</b> (include details of original acquisition if applicable): CoverMe will be used for the real-time determination of program eligibility of self-pay patients, risk assessment, document creation/control, and KPI management. RetroCheck will determine whether some type of insurance or government program coverage existed at the time of service or was added after service, but is retroactively billable, in accordance with each program's guidelines.			
<b>ITS Acquisition Approval (CP-1) should be effective through this date</b> (Please allow time for all vendor invoices to be paid):			
<b>Cost Estimates</b> <i>Fiscal Year</i>	<b>Initial Costs</b>	<b>Ongoing Costs</b>	<b>Time Constraints</b> Item Needed by: 12/31/2020
<b>FY21</b>		<b>\$553,296.00</b>	<b>Anticipated Lifecycle of Products/System</b> (i.e. estimated years of effective use): 3 years  <b>Discuss Funding</b> (e.g. how much of needed funding is definite; total project budget; any matching or other non state funds). This project is funded by patient revenue.
<b>FY22</b>		<b>\$553,296.00</b>	
<b>FY23</b>		<b>\$553,296.00</b>	
<b>Total</b>		<b>\$1,659,888.00</b>	
<b>Acquisition Details</b>			
<b>Items Requested</b>	<b>Quantity</b>	<b>Description</b>	<b>Building Location(s)</b>
CoverMe Services	1		
Retrocheck Services	1		
<b>Describe platform &amp; infrastructure</b> (connectivity; software/hardware platforms; utilization of State Data Center resources: mainframe, eGovernment portal, payment engine, document management, hosting). For equipment or hosting outside the State Data Center, attach justification: Both CoverMe and RetroCheck are software as a service.			
<b>Progress to Date:</b> What has been done related to this project, including any communication with ITS staff (data/voice/procurement/other)? No previous contact with ITS staff has occurred.			
<b>Sole Source Certification</b> Note: Certification must be renewed for each revision or continuation of previous Sole Source Approvals.			
<b>Specific business requirements to be met by the requested products or services:</b> CoverMe is used by UMMC to determine real-time patient eligibility for financial assistance programs, risk assessments, decision support, and comprehensive documentation preparation. UMMC will also use the service and related data as a tool to assist with identifying issues that may potentially impact patients' eligibility for Medicaid benefits. To identify placement errors, UMMC utilizes RetroCheck Services. RetroCheck returns a customized listing of every account where coverage is found to have either existed at the time of service but was not attached to the account, or was acquired after the time of service and identified within the time allowed for retroactive or belated billing.			
<b>Explain why these products or services are the only ones that can meet your needs</b> (include unique features/special functionality): CoverMe allows UMMC to screen self-pay patients for financial assistance, charitable, or other assistance programs, such as Presumptive Medicaid eligibility. The CoverMe software as a service (SaaS) application verifies identity, residency, citizenship, and other criteria to determine eligibility for programs and services, and to provide predictive analytic decision support. The CoverMe SaaS application represents an opinion or estimation, based on proprietary algorithms and prior eligibility determination data. Using real-time rules and risk-based indexes, CoverMe provides unique eligibility and document support in real-time.			
RetroCheck utilizes proprietary software and related algorithms, databases, systems, and other associated logic to retrospectively analyze existing patient accounts to: <ul style="list-style-type: none"> <li>determine whether some types of insurance or government program coverage existed at the time of service or was added after service.</li> <li>report changes or variances in patient account information.</li> <li>identify patients who may be eligible for retroactive qualification or enrollment in programs supported through the CoverMe marketplace (including government, provider, private, and community programs).</li> <li>support quality control efforts by tracking program enrollments and payment statuses, ensuring that programs extended through the CoverMe marketplace are performing satisfactorily for both patients and provider.</li> </ul>			
UMMC uses the RetroCheck service and related data as a tool to assist with identifying issues that may potentially affect patients' eligibility for financial assistance benefits.			
<b>Explain why the source is the only entity that can provide the products or services</b> (Include other products/vendors researched or evaluated): Both CoverMe and RetroCheck are exclusive software products; developed, patented (pending), and owned by CoverMe Services, Inc. No other entity is authorized to sell, resell or license CoverMe or RetroCheck. CoverMe Services, Inc. owns the patents, trademarks, copyrights, and all intellectual property.			
<b>Vendor's Certification of Sole Source attached:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<b>Vendor's proposal submitted:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>MAGIC Vendor Code(s)</b> Vendor must be in MAGIC before a CP-1 can be issued.			
<b>Place Order To</b>		<b>Remit To</b>	

**Vendor Name:** CoverMe Services, Inc.

**Vendor Address:** One Chase Corporate Drive, Suite 400  
Birmingham, AL 35244

**Vendor Name:** CoverMe Services, Inc.

**Vendor Address:** One Chase Corporate Drive, Suite 400  
Birmingham, AL 35244

By my signature, I certify that, to the best of my professional knowledge: the requested product or services are a sole source as outlined in the ITS Procurement Handbook, Rule 207.2:013-030 Procurement Types: Sole Source, and as outlined in Mississippi Code annotated Section 31-7-13. In addition, I acknowledge that there is a charge for ITS procurement services associated with this request which will be billed to the requestor by ITS and that my agency/public university is responsible for these charges/costs.

Ellen Swager Kio Applications  
Name (Agency Head or Public University CIO)/Title

Ellen Swager  
Signature

10/30/2020  
Date



August 25, 2020

Elizabeth Edmonds, CMPA  
IT Clinical Analyst, Category Management  
Supply Chain Operations  
University of Mississippi Medical Center  
350 W. Woodrow Wilson  
Jackson, MS 39213

Re: CoverMe Sole Source Certification

Dear Ms. Edmonds,

Thank you for the opportunity to provide this Sole Source Certification for the software as a service (SaaS) applications, CoverMe and RetroCheck.

Both CoverMe and RetroCheck are exclusive software products; developed, patented (pending), and owned by CoverMe Services, Inc. No other entity is authorized to sell, resell or license CoverMe or RetroCheck. CoverMe Services, Inc. owns the patents, trademarks, copyrights, and all intellectual property.

The CoverMe software application employs proprietary technology that is unparalleled among healthcare eligibility vendors. CoverMe provides real-time eligibility determinations, dynamic risk scoring, autocompletion of program applications' and required patient notices, document control, and comprehensive management reporting determinations for Hospital Presumptive Eligibility, Medicaid, and other types of financial assistance programs offered by UMMC. No one else in the market provides this comprehensive combination of capabilities.

RetroCheck utilizes proprietary software and related algorithms, databases, systems, and other associated logic to retrospectively analyze existing patient accounts for the following purposes: to determine whether some type of insurance or government program coverage existed at the time of service or was added after service, but is retroactively billable, in accordance with each program's guidelines; to report changes or variances in patient account information; to identify patients who may be eligible for retroactive qualification or enrollment in programs supported through the CoverMe marketplace (including government, provider, private, and community programs); and to support quality control efforts by tracking program enrollments and payment statuses, ensuring that programs extended through the CoverMe marketplace are performing satisfactorily for both patients and provider.

Because of the uniqueness of these applications, CoverMe Services, Inc. has repeatedly been certified as a sole source provider, including designations from Community Health Systems (one of the country's largest hospital chains) and the Mississippi Hospital Association.

We look forward to working with University of Mississippi Medical Center. Please let us know if additional information is required.

With highest regards,

A handwritten signature in black ink, appearing to read "Gregg A. Phillips".

Gregg A. Phillips  
CoverMe, Chief Executive Officer



The acquisition of information technology for all state agencies and institutions of higher learning (IHLs) is within the scope of the ITS law, found in Mississippi Code Section 25-53-1, et seq., and the policies and procedures established in accordance with this statute, found in the ITS Procurement Handbook posted on the ITS website ([www.its.ms.gov](http://www.its.ms.gov)).

ITS enabling legislation requires that information technology hardware, software and services be acquired in a manner that insures the maximum of competition among all manufacturers and suppliers of such equipment and services. Accordingly, ITS promotes full and open competition through the issuance of open specifications and the objective evaluation of Interested Party proposals to determine the lowest and best offering to meet an agency's or public university's business requirements. True competition protects the integrity and credibility of purchasing in the public sector and is essential in providing best value and adequate contractual protection for the purchasing entity. In certain limited situations, information technology acquisitions may be sole-sourced.

ITS utilizes the provisions of Public Purchasing Law for Sole Source and Emergency procurements of information technology. Mississippi Public Purchasing Law (Mississippi Code Section 31-7-13) specifies that noncompetitive items available from one source only be exempted from bid requirements (sole-sourced). ITS statute, in Section 25-53-5 (p), permits ITS to utilize provisions in Public Purchasing Law or regulations, when applicable.

Per Public Purchasing law, acquisitions must meet the following criteria to be authorized as sole source:

1. The product or services being purchased must perform a function for which no other product or source of services exists,
2. The purchaser must be able to show specific business objectives that can be met only through the unique product or services, AND
3. The product or services must be available only from the manufacturer and NOT through resellers who could submit competitive pricing for the product or services. The vendor's correspondence regarding this criterion for this project is included as Attachment B.

By policy as documented in the ITS Procurement Handbook, acquisitions of IT services must include the following information to be authorized as sole source:

1. An explanation about why the amount to be expended is reasonable, and
2. An explanation regarding the efforts by the purchaser to obtain the best possible price.

For state agencies, approval of all technology purchases with a lifecycle cost of \$5,000 or less, including sole source purchases, has been delegated to the agency. The ITS Procurement Limits Policies for Agencies (a section in the ITS Procurement Handbook) require a minimum of two competitive written bids or proposals for technology purchases with a lifecycle cost over \$5,000 but not over \$50,000 (not over \$25,000 for projects funded by the American Recovery and Reinvestment Act). Since, for single source items, the procuring agency will be unable to obtain two written bids, ITS must certify all sole source acquisitions of information technology with a lifecycle cost greater than \$5,000.

Institutions of Higher Learning (IHLs) or public universities have been delegated the authority to certify sole source procurements up to \$250,000 lifecycle cost under the ITS Procurement Limits Policies for IHLs (a section in the ITS Procurement Handbook). For the certification of sole source procurements delegated to the CIOs at public universities, the public university must follow ITS' Sole Source Procedure, including advertisement of the intent to award as sole source. Institutions certifying a sole source purchase must ensure the criteria listed above are met and documented in writing by the institution and the Interested Party prior to certifying a product or service as sole source. Sole source documentation must be reviewed and approved by the IHL's CIO for any sole-source certification



above \$5,000. All sole source documentation should be retained in the public university's procurement file. Sole source requests above \$250,000 lifecycle cost require ITS approval.

Other than the delegations outlined above, all sole source technology procurements must be certified by ITS. The customer's Sole Source Certification Request for this project is included as Attachment A.

ITS thoroughly reviews Sole Source Certification Requests, determining if competing products and/or services exist. If so, ITS conducts a competitive procurement. If ITS' review confirms the sole source, then a Sole Source advertisement is issued, giving other Interested Parties an opportunity to identify competing products and/or services. Based upon the results of the Sole Source advertisement, ITS will either certify the request as a sole source or conduct a competitive procurement.